



TEXAS
Department of Family
and Protective Services

Key Metrics Dashboard

April 2021

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Statewide Intake

Resource Management

Metric Description	APR 21	MAY 21	JUN 21	JUL 21	AUG 21
All, Turnover	7.0				
Intake, Caseworker Hires	0				
Intake, Caseworker Terminations	3				
Total Number of Calls Received	69,782				

Outcomes

Metric Description	APR 21	MAY 21	JUN 21	JUL 21	AUG 21
Average Time to Process E-Reports (Hours)	11.0				
Average Hold Time for English Queue (Min)	9.3				
Percent of Abandoned Calls in English Queue	32.2				
Number of Calls Received for the Youth/Runaway Helpline	895				

Investigations

Resource Management

All Investigations (INV)

Metric Description	APR 21	MAY 21	JUN 21	JUL 21	AUG 21
All Investigation, Average Daily Caseload	16.0				

Residential Child Care (RCL)

Metric Description	APR 21	MAY 21	JUN 21	JUL 21	AUG 21
Residential, Caseworker Turnover	29.0				
Residential, Caseworker Hires	7				
Residential, Caseworker Terminations	2				
Residential, Number of Abuse/Neglect Investigations Opened	493				
Residential Care, Investigator Average Daily Caseload	7.7				

Daycare

Metric Description	APR 21	MAY 21	JUN 21	JUL 21	AUG 21
Daycare, Caseworker Turnover	40.6				
Daycare, Caseworker Hires	2				
Daycare, Caseworker Terminations	2				
Daycare, Number of Abuse/Neglect Investigations Opened	174				
Daycare, Investigator Average Daily Caseload	6.7				

Special Investigator

Metric Description	APR 21	MAY 21	JUN 21	JUL 21	AUG 21
Special Investigator, Turnover Rate	15.9				
Special Investigator, Hires	3				
Special Investigator, Terminations	6				
Special Investigator, Average Daily Caseload	3.0				

CPS Investigations

Metric Description	APR 21	MAY 21	JUN 21	JUL 21	AUG 21
Investigations, Caseworker Turnover	39.4				
Investigations, Caseworker Hires	84				
Investigations, Caseworker Terminations	111				
Investigations, Average Daily Caseload	16.3				
Investigations and AR, Total Number of Investigation and AR Stages Opened	25,436				
Investigations and AR, Total Number of Investigation and AR Stages Closed	23,739				
Investigations and AR, Average Days to Investigation and AR Stages Closure	82.3				

Outcomes

Metric Description	APR 21	MAY 21	JUN 21	JUL 21	AUG 21
Completed Investigations with a Substantive Disposition (Ruled out or RTB) (%)	88.1				
12 Month Recidivism on Investigations Closed without Services	8.0				
Timely Initial FTF Actual or Attempted Contact - P1 (%)	91.8				
Timely Initial FTF Actual or Attempted Contact - P2 (%)	91.8				

Child Protective Services

Resource Management

All CPS

Metric Description	APR 21	MAY 21	JUN 21	JUL 21	AUG 21
All, Vacancy Rate	4.9				
All, Turnover	26.0				

Family-Based Safety Services (FBSS)

Metric Description	APR 21	MAY 21	JUN 21	JUL 21	AUG 21
FBSS, Caseworker Turnover	20.1				
FBSS, Caseworker Hires	18				
FBSS, Caseworker Terminations	21				
FBSS, Average Daily Caseload	7.6				
FBSS, Total Number of FPR Stages Opened	1,003				
FBSS, Total Number of FPR Stages Closed	1,748				
FBSS, Average Days to FPR Stages Closure	180.2				

Conservatorship (CVS)

Metric Description	APR 21	MAY 21	JUN 21	JUL 21	AUG 21
CVS, Caseworker Turnover	19.7				
CVS, Caseworker Hires	33				
CVS, Caseworker Terminations	56				
CVS, Average Daily Caseload	22.2				
CVS, Total Number of Removals	1,467				
CVS, Total Number of Exits from DFPS Responsibility	1,320				
CVS, Average Months to Exit from DFPS Responsibility	20.7				
CVS, Average Daily Child Count	15.2				

Outcomes

Family-Based Safety Services (FBSS)

Metric Description	APR 21	MAY 21	JUN 20	JUL 21	AUG 21
Removals in FBSS Stages (%)	6.6				
12 Month Recidivism on FBSS Stages Closed with No Further CPS Involvement (%)	7.9				

CVS In-Care

Metric Description	APR 21	MAY 21	JUN 20	JUL 21	AUG 21
Average number of Placements for Children in Foster Care	3.1				
Children in Substitute Care Placed with Relatives (%)	44.7				
Sibling Groups with All Siblings Placed Together (%)	64.5				
Children in Foster Care Placed in County (%)	37.1				
Youth who Aged out and Have Complete PAL (%)	93.0				

CVS Permanency

Metric Description	APR 21	MAY 21	JUN 20	JUL 21	AUG 21
Children Who Exit DFPS Responsibility to Permanency (%)	90.4				
Children Who Exit DFPS Responsibility to Family Reunification (%)	29.3				
Of Those Who Do Not Reunify, Children Who Exit DFPS Responsibility to Relatives (%)	63.1				
Children Adopted within 12 Months of Termination of Parental Rights (%)	53.3				
Permanency for Children in Care for 2 or More Years (%)	32.6				
Average Months to Permanency	18.9				
12 Month Recidivism for Children Who Return Home	12.1				

Data Dictionary

Resource Management Metrics

Term	Definition
Turnover	Measures caseworker turnover using the State Auditor's Office methodology. Until the data is finalized for the fiscal year, the measure is only an estimate of how many caseworkers will leave in the fiscal year
Hires	Number of staff hired into the agency in each month
Terminations	Number of caseworkers who left the agency in each month.
Average Daily Caseload	Average daily caseload calculated pursuant to the Legislative Budget Board methodology.
CVS, Average Daily Child Count	Average daily count of children assigned to CVS workers pursuant to the Legislative Budget Board Methodology.
Total Number of Calls Received	Total number of calls received at SWI
Total Number of Stages Opened or Removals	Total number of stages started or removals during the month
Total Number of Investigation Stages Closed or Exits	Total number of sages closed during the month, including those closed to merge, or removals during the month
Average Time to Stage Closure or Exit	Average time to close a stage or for a child to exit conservatorship

Outcomes

Statewide Intake

Term	Definition
Average Time to Process E-Reports (Hours)	Average time to process electronic reports of abuse or neglect
Average Hold Time for English Queue (Min)	Average hold time for the English queue to report abuse or neglect
Percent of Abandoned Calls in English Queue	Percentage of calls in the English queue that are abandoned
Number of Calls Received for the Youth/Runaway Helpline	Number of calls made to the youth/runaway helpline

Child Protection Investigations

Term	Definition
Completed Investigations with a Substantive Disposition (Ruled out or RTB) (%)	Percent of completed investigations with an overall disposition of ruled out or confirmed as reason to believe.
12 Month Recidivism on Investigations Closed without Services	Percent of alleged victims in an investigation closed without further services who have a subsequent confirmed allegation or are a principal in an investigation opened for services within 12 months.
Timely Initial FTF Actual or Attempted Contact - P1 (%)	Percentage of alleged victims in a P1 investigation with actual or attempted face to face contact within 24 hours
Timely Initial FTF Actual or Attempted Contact - P2 (%)	Percentage of alleged victims in a P2 investigations or an alternative response with actual or attempted face to face contact within 72 hours (investigations) or 5 days (alternative response).

Family Based Safety Services

Term	Definition
Removals in FBSS Stages (%)	Percentage of families receiving FBSS with at least 1 child removed after they started receiving FBSS, rolling 12 months
12 Month Recidivism on FBSS Stages Closed with No Further CPS Involvement (%)	Percent of child principals in an FBSS stage that are closed without further services who have a subsequent confirmed allegation or are a principal in an investigation opened for services within 12 months.

Children in State Custody

Term	Definition
Average number of Placements for Children in Foster Care	Children in foster care on the last day of the month, the average number of placements since their removal.
Children in Substitute Care Placed with Relatives (%)	Percentage of children in an out of home placement who are placed with a relative or fictive kin
Sibling Groups with All Siblings Placed Together (%)	Percentage of sibling groups with all siblings placed together.
Children in Foster Care Placed in County (%)	Children in foster care on the last day of the month, the percentage who are in a placement in the county from which they were removed.
Youth who Aged out and Have Complete PAL (%)	Percentage of youth 18 and over who exit substitute care and have completed the required PAL classes
Children Who Exit DFPS Responsibility to Permanency (%)	Of all children who exited state custody during the month, the percentage who exited to reunification, to a relative or to adoption
Children Who Exit DFPS Responsibility to Family Reunification (%)	Of all children who exited to state custody during the month, the percentage who exited to family reunification.

Term	Definition
Of Those Who Do Not Reunify, Children Who Exit DFPS Responsibility to Relatives (%)	Of all children who exited to state custody to something other than reunification, the percentage who exited to a relative. Includes all relative exits - a relative as a permanent managing conservator (PMC) both with and without permanency care assistance and relative adoptions.
Children Adopted within 12 Months of Termination of Parental Rights (%)	Of children with parental rights terminated, the percentage who are adopted within 12 months
Average Months to Permanency	For children who exit to reunification, a relative or adoption, the average time between removal and the child's exit from state custody.
12 Month Recidivism for Children Who Return Home	Percent of children who exit to reunification who have a subsequent confirmed allegation or are a principal in an investigation opened for services within 12 months.